

Memorandum

City of Glendale Employees Outside the Office Personal Contact

Collections

The purpose of this memorandum is to explain the City's activities related to the collection of delinquent accounts in person outside the office environment and to describe what to do if you are approached by someone claiming to be collecting for the City of Glendale.

The only group at the City of Glendale that performs field visits related to collection on delinquent receivables is the Tax & License Division - Collections unit. The following information is important to determine if you are being visited by an actual City of Glendale Employee.

- 1) *City employees typically only make field visits to businesses regarding tax and business license issues and typically do not visit residential addresses unless the business address listed with the City is a residential address or the business is home-based.*
- 2) *City employees will always wear an ID Badge with their picture, title, an expiration date, City logo on the front of the card and an ID# on the back of the card.*
- 3) *City employees will always drive a marked City of Glendale vehicle with a government plate.*
- 4) *City employees do not accept cash payments in the field. If a customer wishes to pay by they would be directed to call the Glendale Customer Service at (623)-930-3190 and to make a payment by phone.*
- 5) *City employees do not make field visits to collect on tax liens on properties or to collect on delinquent water accounts.*
- 6) *City employees are required to adhere to a code of conduct to treat customers politely and respectfully. Any deviation from this should be reported to Robert Birr, Revenue Recovery Supervisor 623-930-2239.*

If you have any questions, contact Robert Birr, Revenue Recovery Supervisor at (623)-930-2239 or call our Customer Service Department at (623)-930-3190 and they will verify if you are dealing with an actual City of Glendale employee.